

# QUICK START GUIDE

## Storage Genie Tenant Mobile App

For facilities using INSOMNIAC® CIA access keypads and INSOMNIAC SmartLock® electronic locks.

## INTRODUCTION

Thank you for being a valued INSOMNIAC® CIA and INSOMNIAC SmartLock® customer. Please refer to the tips and resources below to ensure the best promotion of the Storage Genie mobile app.

## RESOURCES

- Counter sign (letter sized 8.5 x 11) – placed on rental counter
- Storage Genie customer training video

<https://vimeo.com/1068255429?share=copy#t=0>

## STORAGE GENIE BEST PRACTICES

### TIP 1

- Place your counter sign in a visible, heavily-trafficked place in the front office or entryway. Consider adding additional directional and promotional onsite signage or QR codes to direct tenants to download and use the app.

### TIP 2

- Mention your SmartLocks and Storage Genie during your facility tour, presentation or on your website as added features your facility offers. Electronic unit locks and hands-free app access are desirable features that can set you apart from the competition.

### TIP 3

- Email the [Beginner's Guide video](#) to new tenants and place the video on a loop on digital signage at your property. Ensure all facility and call center staff have access to this Quick Start Guide to support any customer inquiries.

### TIP 4

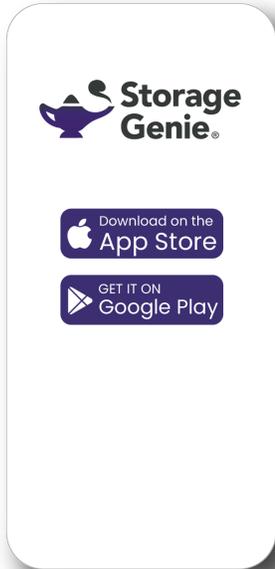
- The best time to encourage customers to sign up for the Storage Genie app is during your lease presentation. Walk them through how to download the app from the Apple App or Google Play Store. Follow up with an automatic reminder email from your PMS once their rental is confirmed. Once they download Storage Genie, the app will prompt them to find your facility and enter all necessary information. Please refer to pages 3 and 4 of this document for step-by-step visual guidance on how to help tenants setup and use the app to access their unit.

## STEPS FOR SETTING UP STORAGE GENIE

Refer to the steps below to assist your tenants in setting up Storage Genie on their phones.

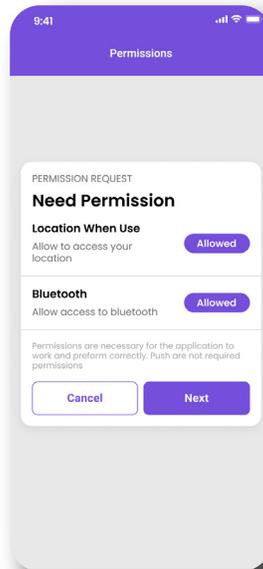
### STEP 1

Download the app\*; Available on the [Google Play Store](#) and [Apple App Store](#).



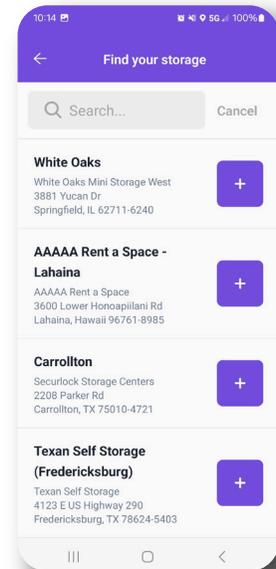
### STEP 2

Ensure Location Permissions and Bluetooth access are set to Allowed. Click the Next button to continue.



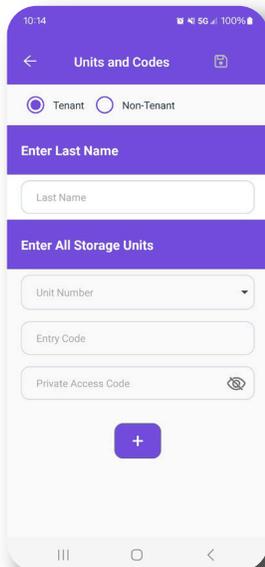
### STEP 3

Search for your self storage facility by name and tap the purple + button.



### STEP 4

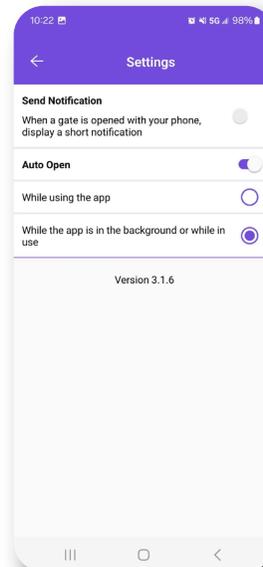
Enter the account owner's last name, unit, entry code and private access code. To add multiple units, tap the purple + button. Tap the save icon in the upper right.



The **Entry Code** is for facility access, the **Private Access Code** is for the SmartLock. These may be the same at your facility. If utilizing Private Access Codes that are unique from Entry Codes, your access control system will text the Private Access Code to your tenant. These codes can be re-sent or regenerated from the Control Center at any time.

### STEP 5

To ensure hands-free access to the facility, navigate to settings from the Keypads screen & set auto-open to always allow. Ensure location permissions allow background app use and Bluetooth is enabled.



\*Screen will display 'Automatically Open Gates' on iOS devices. Tenants will still need to open the app to unlock SmartLock devices.

## TIPS TO ACCESS FACILITIES & UNITS WITH STORAGE GENIE

Refer to the steps below to assist your tenants in accessing your facility with Storage Genie.

### HOW TO ACCESS THE FACILITY:

#### OPTION 1

If the tenant has enabled “Auto-Open” or “Automatically Open Gates” and allowed background use within the app and location permission settings on their phone, the gate should open automatically once they are in range of the keypad. Bluetooth must also be enabled.

#### OPTION 2

If not, the tenant will need to open the app once in range of the keypad and tap “open” to gain entry to the facility.

\*Beacon range for Bluetooth access is customizable. 30-40% signal strength is recommended. Adjust your settings in the Control Center if your signal is too weak or strong for your preference, or contact our support team for help.

### HOW TO ACCESS UNITS WITH SMARTLOCKS :

#### UNLOCKING THE UNIT

- Once at the unit, tenants must **press the Bluetooth button on the lock** to activate Bluetooth capabilities. To preserve battery life and ensure the lock does not open when a tenant is not near their unit, they must press the Bluetooth button to enable unlocking via the app.
- Tenants must open the app and navigate to the **Units tab**.
- The lock should now unlock automatically. The app will also show **open** status next to the lock.
- Tenants will hear the lock mechanism unlock and can now slide the latch towards the green arrows to open the unit.

#### LOCKING THE UNIT

- To ensure the SmartLock is locked at the end of their visit, tenants should close the unit door and slide the latch completely in the direction of the red arrows.
- The lock will make a mechanical locking sound, and the LED light on the lock will flash once the unit is successfully locked.
- Before leaving the property, tenants should test the latch to ensure the unit is locked.

### OPERATING THE SMARTLOCK WITH THE APP



# CONTACT US



## CONTACT INFORMATION

Technical Support

(602) 773-1700

support@opentechalliance.com

Fax  
Office

(602) 324-8658

(602) 749-9370



## HOURS OF OPERATION

Business Office  
Technical Support

M-F; 8:00 AM to 5:00 PM MST

M-F; 24 Hours

Sat; 7:00 AM to 5:00 PM MST

\*Global support hours and contact information varies by region. Please visit our [Support page](#) for full details and toll-free phone numbers.